

WHAT IS CLAIMED IS:

1 1. A configurable system for communicating via multiple communication
2 channels of different media types comprising:
3 a plurality of channel drivers, each channel driver of the plurality of channel drivers
4 for communicating with a corresponding communication channel of a plurality
5 of communication channels, at least two of the plurality of communication
6 channels having different media types;
7 a plurality of commands, each command being associated with a channel driver of the
8 plurality of channel drivers;
9 instructions for providing a user interface for specifying an outbound communication
10 channel to perform an outbound command of the plurality of commands, the
11 user interface comprising a plurality of user interface objects, each user
12 interface object being associated with a command;
13 instructions for determining an outbound channel driver of the plurality of outbound
14 channel drivers to issue the outbound command to the outbound
15 communication channel;
16 instructions for sending the outbound command to the outbound channel driver for
17 issuing the outbound command to the outbound communication channel;
18 a database comprising:
19 a command table comprising a plurality of command records, each command
20 record representing a command of the plurality of commands;
21 a channel driver table comprising a plurality of channel driver records, each
22 channel driver record providing a location of a channel driver file
23 name for one of the plurality of channel drivers; and
24 a user interface object table comprising a plurality of user interface object
25 records, each user interface object record corresponding to a command
26 record of the plurality of command records of the command table;
27 instructions for associating a command of the plurality of commands with a user
28 interface object of the user interface object table, wherein the activating the
29 user interface object issues the associated command.

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